SYSTEMS ENGINEERING AND INNOVATION

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Systems Engineering and Innovation Services have been established to provide the customer with consulting/contracting options in such areas as systems integration, evaluation of new technologies and performance management. These areas usually fall outside of the regular scope of duties for application development and on-going support teams and are many times not permanently staffed at each customer site. Providing these services, centrally, gives the customers resources which are accessible to them if they are experiencing that gap.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Systems Engineering	Systems engineers plan, design, implement and manage integrated systems with the intent to maintain performance, security, reliability, and manageability. It is also their responsibility to assure that those systems are developed at the lowest cost and are delivered in a reasonable time. Systems engineering employs a combination of theories and tools, using suitable methodologies and system management procedures, to design, re-engineer, integrate or automate systems and applications. Systems engineering activities vary from requirements specification to the conceptual and functional development of systems. Specific technical areas of interest include systems integration, automated scripting, system performance and evaluation and systems management.
Innovation	As a subset of systems engineering, innovation services include system or software prototyping to test functionality, usability and interoperability of new technologies before they are included in official products offerings. This often includes a complete proof of concept, in order to determine the possibilities of further pursuing a specific technology or concept.
Load Testing	Load testing, another subset of systems engineering services, provides performance testing, reliability testing, and volume testing metrics for systems and software and can be requested where various performance and/or load testing is required. Upon testing completion a load session statistics report can be provided.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Engineering	Services are billed on a time and material basis.	$75.00 per hour

ORDERING AND PROVISIONING

Services can be engaged either through the Agency CRM or entered as a project in the Enterprise Service Desk. We will then provide project proposals and cost estimates.
All other requests can be acquired by contacting Systems Engineering and Innovation, (manager Darrus McBride) at 538-3539.

SERVICE LEVELS AND METRICS

Service Level agreements, timelines and deadlines are established by project within the corresponding statement of work.